



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

JAN 14 2002

[REDACTED]
Denver P/

Re: FOIA Request No. 2002-324
Herbalife International

Dear [REDACTED]

This responds to your December 14, 2001, letter requesting information about Herbalife and Newest Way to Wealth. We are responding to your request under the provisions of the Freedom of Information Act ("FOIA"), the law that gives citizens the right to access government records. Pursuant to the FOIA and agency policy, we have searched our records as of December 17, 2001, for the records you requested.

This letter addresses the two parts of your letter separately. First, in response to your complaint, information from your letter will be entered into our consumer complaint reporting system and will be considered in deciding whether any commission enforcement action should be taken. The Federal Trade Commission cannot represent individual consumers in private matters, however, letters like yours give us valuable information that we frequently use to develop or support Commission cases against people or businesses that violate the law.

In a January 15, 2002, telephone conversation with Kathy Kelliher-Sloan, you amended your request to seek copies of consumer complaints in response to your request. Our search located 121 responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Twenty-three pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

I am withholding twenty-three responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA, 15 U.S.C. § 57b-2(f), *See Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

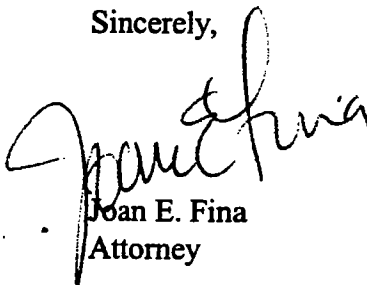
Enclosed are ninety-eight pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC, therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information.

Additionally, I have enclosed several print-outs from our website (www.ftc.gov) that have some information that may be of use to you. There are additional brochures online in the Consumer Line section of our home page. You may be able to access online information at your local public library.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of your receipt of this letter. Please enclose a copy of your original request and a copy of this response.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Kathy Kelliher-Sloan at (202) 326-3253.

Sincerely,



Joan E. Fina
Attorney

Enclosures



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Transaction

Ref No.: 1647133 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I originally looked in the classified to find an ad for work from home! I called the toll free number, left a message. I recieved a yellow leaflet(booklet) indicating testimonials from other people. So I called another toll free number with atoumated directions for a manual for \$39.95 plus s/h + tax, with a 30 DAY MONEY GUARNTEE! After getting a call from Rich Perrin under study informing me of the details and what comes with what and training all for a start up fee of only \$299! Of course for a while this was all appealing to me BUT I decided against it. I sent the manual back along with the viedo & audio cassette before my 30 days was up!! To say the least I have heard nothing or recieved a credit to my mothers account! I just want my mothers hard earned money credit to her account! Please contact me for any more information that you may need.

Created By: JBLAND

Created Date: 11/08/01

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 39.95

Amt Paid: 39.95

Payment Method: Bank Account Debit

Agency Contact: Internet

Complaint Date: 11/06/01

Initial Contact: Mail

Transaction Date: 09/17/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Alpine

State: CA Zip:

Country: UNITED STATES

Work phone (0) Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Company

Company: Newest ways to Wealth System

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Rep Name: Perrin, Rich

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Transaction

Ref No.: 1632691 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer seen in the new paper that you can work form home,
And they want you to sent them 50.00. And they will sent you
information on their company.

Created By: TMEKINS Created Date: 10/30/01

Updated By: TMEKINS Updated Date: 10/30/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Mail

Complaint Date: 10/29/01

Initial Contact: Mail

Transaction Date:

Initial Response: Mail

Product/Service: Magazines

Statute/Rule: Telemarketing Sales Rule

Law Violation: Advance fee for telemarketed recovery services

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: Dane

State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:

Company

Company: NEWEST WAY TO WEALTH INFORMATION PACKET

Address: unknow

unknow

City: unknown

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (800-9) 41-3359 Ext:



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Transaction

Ref No.: 1586315 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I believe this a pyramid scam! You have to recruit new distributors before the company will pay you any thing ! Of course you can sell the products retail but they encourage 20% retail-80% recruit. The retail coming from the recruits! The more I got into it the more money I was spending and getting nothing in return! Thank you for your time.

Created By: FTUCKER

Created Date: 09/26/01

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 2,300.00

Amt Paid: 2,749.00

Payment Method: MasterCard Credit Card

Agency Contact: Internet

Complaint Date: 09/24/01

Initial Contact: Mail

Transaction Date: 08/17/01

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Mocksville

State: NC Zip:

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Company

Company: Newest Way to Wealth of Herbalife

Address: 1004 Central Ave. S.

City: Kent

State: WA Zip: 98032

Country: UNITED STATES

Email:

URL:

Phone: ((253)) 854-0595 Ext:

Company Representative

Rep Name: Franks, Rickey

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Transaction

Ref No.: 1462381 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer had signed up with this company to sell dietary supplements. The arrangement was that the company would help the consumer sell these products and also give him a cut of the profits. The consumer was also told the he would make money if he could recruit others and he would receive a percentage of their fees and sales.

Created By: MKEPPEL Created Date: 06/28/01

Updated By: DSSMITH Updated Date: 07/02/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 3,500.00

Amt Paid: 3,500.00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Mail Transaction Date: 04/30/01

Initial Response: Phone: other

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Chestnut Mound

State: TN Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Company

Company: newest way to wealth-herbalife

Address: Unknown

City: Houston

State: TX Zip:

Country: UNITED STATES

Email:

URL:

Phone: (281) 2424663

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Transaction

Ref No.: 1220722 Contact Type: Complaint Source: Consumer TCS? Y

Comments: their rules & regulation i received said i could get my money back. when i asked for my money back they refused. ☐
now i am stuck with \$2500.00 worth of their products. i can't sell them because i am not a distributor.

Created By: DJOHNSON Created Date: 01/10/01

Updated By: IBOLEN Updated Date: 02/20/01

Org Name: PUBLIC USERS - CIS

Amt Requested: 4,000.00

Amt Paid: 3,000.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 01/08/01

Initial Contact: Mail Transaction Date: 12/12/00

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: michie

State: TN Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/21/2001

KMILTON

Company

Company: newest way to wealth-herbalife

Address:

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:herbalife.com

Phone: ()

Ext:

Company Representative

Rep Name: kembel, rhonda

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1085342 Contact Type: Request for Information Source: Consumer TCS? N

Comments: Caller wanted to know about co. that offers plans to distribute their product and also recruit at the same time. Given Consumer Protection Agency and BBB in her state.

Created By: EMCMENAMIN Created Date: 09/12/00

Updated By: EMCMENAMIN Updated Date: 09/12/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date:

Initial Response: Phone: other

Product/Service:

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: First: unknown

Address:

City: State: IA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbal Life Products Home Business

Address: 5111 NE 25th Ave

City: PORTLAND State: OR Zip: 97211-

Country: UNITED STATES

Email: URL:

Phone: () Ext:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1255611 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer asked for info. about whether Herbalife is legitimate company. Referred to BBB and AARP.

Created By: TCARROLL Created Date: 02/06/01

Updated By: TCARROLL Updated Date: 02/06/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Phone

Complaint Date:

Initial Contact: Print

Transaction Date:

Initial Response: Other

Product/Service:

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.:

Last name: Anonymous

First: not given

Address:

City: Daytona

State: FL Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: (212) 7148200 Ext:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1324419 Contact Type: Complaint Source: Consumer TCS? N

Comments: Consumer stated that he paid 40.00 for an opportunity to get in business with Herbalife through another company called NTW. He Didn't an opportunity to start a business and cannot get either companies to cooperate.

Created By: TMEKINS Created Date: 03/19/01

Updated By: TMEKINS Updated Date: 03/19/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: 40.00 Payment Method: Check (Personal)

Agency Contact: Phone Complaint Date: 03/14/01

Initial Contact: Phone Transaction Date:

Initial Response: Phone: other

Product/Service: Other (Note in Comments)

Statute/Rule: Rule / Other

Law Violation: Other (Note the Violation in the Comment Field)

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Claremont

State: CA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: 1241 Dyer Suite 110

City: Santa Anna

State: CA Zip: 92705

Country: UNITED STATES

Email:

URL:

Phone: (888) 2217829 Ext:

Company: NWTW

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Rep Name: Yoshioca, Lorraine

Title: rep

Associated Company

Company: NWTW

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Phone: () Ext:

Reason: Affiliate



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1651986 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Co.Sent via mail buisness oppt. I responded and met with Mary Byker in Bartlett, IL. Bought \$1100.00 cash worth of product to sell from home. Found that the advertising they had "Needed 30 people to lose 30 lbs. for \$\$\$\$" was not the truth. I was told never to mention \$\$\$.

The customer would recieve .25cents per lb off of product from Herbalife. But I was never to say that they would actually recieve money. When I paid for the product, Mary Byker put money in her pocket & never issued me the receipt she promise to send me. I returned product to co. and they sent me half the product back in a smashed box and said that product labels were tapered with (they had Mary Byker # labels aon them) They owe me money and refuse to answer numerous phone calls. They are False Advertising and not returning monies due me Thank You

Created By: JBLAND Created Date: 11/13/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 3,800.00

Amt Paid: 1,100.00 Payment Method: Cash

Agency Contact: Internet Complaint Date: 11/11/01

Initial Contact: Mail Transaction Date: 06/15/01

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: First:

Address:

City: Hanover Parl State: IL Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife Inc.

Address: 9800 La Cienega

City: Los Angeles

State: CA Zip: 90045

Country: UNITED STATES

Email:

URL:

Phone: (310) 2169661

Ext:

Company Representative

Rep Name: Byker, Mary

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1606261 Contact Type: Complaint Source: Consumer TCS? y

Comments: Consumer stated that Herbalife contacted the consumer about a retail opportunity. The consumer stated that the company sent the sent package of literature however the consumer never recieved the sample of the products.

Created By: RHUDSON Created Date: 10/12/01

Updated By: RHUDSON Updated Date: 10/12/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: 300.00 Payment Method: Visa Credit Card

Agency Contact: Phone Complaint Date:

Initial Contact: Phone Transaction Date: 10/11/01

Initial Response: Phone: other

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Ashtabula

State: OH Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: 17111 Clearcreek Dr.

City: Silverspring

State: MD Zip: 20905

Country: UNITED STATES

Email:

URL:

Phone: (866) 7001819

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1490484 Contact Type: Complaint Source: Consumer TCS? Y

Comments:

[REDACTED] advertised her MLM business on a jobseekers computer network and while she did say that there was no job on offer and that it was a business opportunity, made implications that joining her business could result in earning huge amounts of income.

To quote her email

"...perhaps you are a bit skeptical, wondering, "Is this just too good to be true!" Well let us assure you, we were also a little skeptical when we were first told about this business, and we still pinch ourselves and say, "This is just too good to believe." But it really is!! The reason is..

The Industry we are in has made over 100,000 DOLLAR MILLIONAIRES in the last 10 years and Herbalife is the fastest growing Company in that Industry. What's more it's simple, it works and with the incredible support we are offering, we are hoping you will be the next one!

"We Make More Millionaires More Often!"

We have seen how ordinary people can earn 6 figure incomes in spite of the economy. In fact, as the economy worsens so this opportunity builds as more and more people search for an alternative, be it full-time or part-time. It is also causing a quiet revolution amongst 'professional people' who are already successful but dissatisfied with their lives. It works equally well for women as for men (a true equal opportunity for all) and it brings a sackful of tax breaks! Whether you join us full-time or part-time."

I find this form of recruitment offensive and unscrupulous and I'm sure there must be others within Herbalife doing this sort of thing and that income claims like that must be against the law.

Regards,
[REDACTED]

Created By: SMBAILEY

Created Date: 07/20/01

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 150.00

Amt Paid: .00

Payment Method:

Agency Contact: Internet

Complaint Date: 07/18/01

Initial Contact: Internet/E-mail

Transaction Date: 07/17/01



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Melbourne, VICTORIA

State: ZZ Zip: 3046

Country: AUSTRALIA

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife

Address: 9800 S. La Cienega Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL: <http://www.herbalife.com>

Phone: (310) 216 9661 Ext:

Company Representative

Rep Name: Ebersohn, Andrea

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1404273 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer states that she was told of a dietary pill called Herballife from her friend. The consumer contacted a Herballife representative to find out more about the product and its side effects. The consumer told the representative that she suffers from high blood pressure, and she was told that she could use this product because it is all natural. The consumer began taking the pills for about a year, and she noticed her blood pressure was going up but she did not know why. The consumers sister began ordering this product, and when her product arrived it had a warning label on it that stated that if you suffer from high blood pressure, do not use it. The consumers bottles never had that warning on it, and she was deceived by the rep. when she first purchased the product.

Created By: SGAFAR Created Date: 05/21/01

Updated By: SGAFAR Updated Date: 05/21/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 40.00

Amt Paid: 40.00 Payment Method:

Agency Contact: Phone Complaint Date: 05/21/01

Initial Contact: Phone Transaction Date:

Initial Response: Unknown

Product/Service: Health Care: Diet Products\Centers\Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

First:

Address:

City: Cincinatti

State: OH Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: HERBALIFE INTERNATIONAL OF AMERICA, INC

Address: Unknown

City: Los Angeles

State: CA Zip: 90080-0210

Country: UNITED STATES

Email:

URL:

Phone: (xx)

Ext:

Company Representative

Rep Name: Bessey, Linda

Title: Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1386351 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer stated that he work for a work at home program selling Health and Nutrion aide. He stated that the products were fine the sponsor is who they are having problems with and there is alot of competition in there area. He stated that they end up telling you that they will go to a relative to purchase the product. Consumer stated that they have to deliver the product and etc. Consumer stated that they are advertising the work at home program in there area too many people are selling it in the area and they cannot get the sells they need.

Created By: APROCTOR Created Date: 05/08/01

Updated By: DSSMITH Updated Date: 05/09/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 66.00

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 05/08/01

Initial Contact: In Person Transaction Date:

Initial Response: In Person

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Belleveue State: MI Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ([REDACTED])

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife International

Address: 9800 La Cienga Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL:

Phone: (XXX)

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1366109 Contact Type: Complaint Source: Consumer TCS? Y

Comments: i bought in at the supervisor level & was basically "lied into the business". also, what they say in their "training-messages" seems to me borders on the illegal. seems like a pyramid-scheme to me. we were told we would make a lot of money & make it quickly. i feel this is a SCAM! they made promises that "the products sell themselves". truthfully --- they do NOT! chris carley began leaving messages that if a customer's doctor tells them to NOT take herbalife, i am supposed to tell the customer to GO FIND A DIFFERENT DOCTOR!

Created By: FTUCKER Created Date: 04/20/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 3,000.00

Amt Paid: 3,000.00 Payment Method: Cashier's Check

Agency Contact: Internet Complaint Date: 04/19/01

Initial Contact: Phone Transaction Date:

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: Franchise Rule

Law Violation: Unsubstantiated Earnings Claims

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: OCALA State: FL Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: 9800 SOUTH LA CIENEGA BOULEVARD

City: INGLEWOOD

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL: <http://www.herbalife.com>

Phone: (310) 410-9600

Ext:

Company Representative

Rep Name: CARLEY, CHRIS

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1366102 Contact Type: Complaint Source: Consumer TCS? Y

Comments: i bought in at the supervisor level & was basically "lied into the business". also, what they say in their "training-messages" seems to me borders on the illegal. seems like a pyramid-scheme to me. we were told we would make a lot of money & make it quickly. i feel this is a SCAM! they made promises that "the products sell themselves". truthfully --- they do NOT! chris carley began leaving messages that if a customer's doctor tells them to NOT take herbalife, i am supposed to tell the customer to GO FIND A DIFFERENT DOCTOR!

Created By: FTUCKER

Created Date: 04/20/01

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 3,000.00

Amt Paid: 3,000.00

Payment Method: Cashier's Check

Agency Contact: Internet

Complaint Date: 04/19/01

Initial Contact: Phone

Transaction Date:

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: OCALA

State: FL Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: 9800 SOUTH LA CIENEGA BOULEVARD

City: INGLEWOOD

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL: <http://www.herbalife.com>

Phone: (310) 410-9600

Ext:

Company Representative

Rep Name: CARLEY, CHRIS

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1327768 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer stated that he received a call from Herbalife International via an auto-dialer. When he called their 800# he was told to send \$39.00 for a package of information on their Weight Management Nutritional Products & discovered that it was a Multi Level Mktg or Pyramid Plan whereby he had to find other participants in the plan who would also pay \$39.00 for the package of info. In the past year since he joined the business he has lost about \$60,000.00.

Created By: MLASRADO Created Date: 03/21/01

Updated By: DSSMITH Updated Date: 03/22/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 03/21/01

Initial Contact: Phone Transaction Date: 01/15/00

Initial Response: Phone: other

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: Address: First:

Address:

City: Spring State: TX Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife International

Address: 9800 La Cienga Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:

Company Representative

Rep Name: Clark, Larry

Title: Owner

Rep Name: Clark, Sharon

Title: Co-Owner

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1323996 Contact Type: Complaint Source: Consumer TCS? y

Comments: After following instructions in materials received and spending over \$200 in advertising costs since 02/02/2001, we have shown no profit. Herbalife materials make it seem like products sell themselves with no need to make calls or go door-to-door and customers will call you. Video stated "We're not asking you to sell..." but only to find out you have to make at least \$4000 in sales to make any real profit. Altogether we've spent about \$500 on this.

Created By: JBLAND Created Date: 03/19/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 49.95

Amt Paid: 300.00 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 03/17/01

Initial Contact: Mail Transaction Date: 10/25/00

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: First:

Address:

City: Marion Center

State: PA Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: P.O. Box 80210

City: Los Angeles

State: CA Zip: 90080

Country: UNITED STATES

Email:

URL:

Phone: (310) 2167770 Ext:

Company Representative

Rep Name: Smithmeyer, Cathy

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1309637 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

This may not be a complaint, i am unsure, I was hunting for a web based, work at home job, and found Herbalife, i am just wanting to make sure that they are a legitamite business, and that their reputation is not false. Is there any info on the business, that you have that would say that i should not invest 3,000\$ to start a business with them? Please contact me thru email. Thankyou [REDACTED]

Created By: HBUCKMON Created Date: 03/07/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 3,000.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 03/05/01

Initial Contact: Internet/E-mail Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Prescott State: AZ Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address:

City:

State: CA Zip:

Country: UNITED STATES

Email:

URL:2moremoney.com

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1226501 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Herbalife wanna-be reps are putting up signs in the Seattle area that advertise weight loss and do not reveal that Herbalife is behind them. Herbalife is (as you probably know) into Multi-level marketing and littering. □
What's being done about the Herbalife problem?

Created By: JBLAND Created Date: 01/16/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 01/14/01

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Seattle State: WA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext: 1562

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address:

City:

State: WA Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1169766 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer complained that she was pressured to become a supervisor with Herbalife products, and was pressured into signing a binding three-year contract. Consumer, as a supervisor, bought products that were intended to be sold which totaled over \$3,000.00. Use of Herbalife products made consumer ill to the point of hospitalization, and was told by her physician never to use the product again. She ultimately paid \$3000.00 in hospital bills. Consumer claims that she is currently made to pay a fee of \$19.95 per month for to LeaseCom for to be able to accept credit cards using a card swipe when she would sell a Herbalife product. Consumer claimed that Herbalife agreed to re-purchase the products at her cost, but when she learned that it would be at a cost of \$300.00, she refused and demanded that the re-purchase should be Herbalife's responsibility. Herbalife finally agreed to re-purchase the product intended for her to sell when she showed a doctor's note at the request of Herbalife. No One came to pick up the product.

Created By: RCMILLAN Created Date: 11/22/00

Updated By: JGAFAR Updated Date: 11/30/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 11/22/00

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City:

State: OR Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife

Address: Unknown

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company: LEASECOM

Address: Unknown

City: Unknown

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1111358 Contact Type: Complaint Source: Consumer TCS? Y

Comments: did not see the expected results w/in a month according to the plan provided. Distributors are not knowledgeable about nutrition/health/and fitness. Distributor cld not answer specific questions about the products, patricularly, the Ma Huang levels too high in the Green Original. Sales techniques are deceptive, product does not do what is claimed. My husband is a distributor and his female supervisor are getting to involved in one anothers personal lives.

Created By: AHARRIS Created Date: 10/03/00

Updated By: Updated Date:

Org Name: Western Region San Francisco

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 10/03/00

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters
Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Castro Valley State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: 9800 S La Cienega Blvd

po box 80210

City: Los Angeles

State: CA Zip: 80210

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1077492 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Cheryl Willis of Herbalife told me I could retire and make lots of money selling Herbalife products from my home with a start up fee of 3000.00 and I had to give her one of my credit cards so she could use it for Herbalife products to send to me. I got a federal credit union loan of 5000.00 and gave her the money. When my purchase was delivered to my home the boxes all had tape on them that reads Do not sell in Ohio. I asked Cheryl what that meant and she told me to remove the tape and sell the Herbalife products anyway in Ohio. It was then I realized I was and am a victim of consumer fraud. She ran my credit card to its limit and now is demanding a new card for her to charge on. I am severely handicap and suffer from heart attacks and strokes. I cannot handle the harassment and high pressure this company and Cheryl Willis are putting upon me. I am now broke and have big payments to make on the loan and to the credit card company. On August 25, 00 I wrote a resignation and sent it certified and notarized to the Los Angeles office and president of the company on August 28, 00. The contract between Herbalife and me was written on 7/25/00 and on the back of contract #8 claims I have 90 days to resign and get a pro-rata refund excluding handling fees. My letter told them I want a full refund. Everything I purchased is still in the illegal boxes. Please help me get my 6000.00 back. Thank you

Created By: HBUCKMON Created Date: 09/05/00
Updated By: IBOLEN Updated Date: 02/20/01
Org Name: PUBLIC USERS - CIS
Amt Requested: 6,000.00
Amt Paid: 6,000.00 Payment Method: Cashier's Check
Agency Contact: Internet Complaint Date: 09/01/00
Initial Contact: In Person Transaction Date: 07/06/00
Initial Response:
Product/Service: Multi-Level Mktg\Pyramids\Chain Letters
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Hartville

State: OH Zip:

Country: UNITED STATES

Work phone: Ext: 000

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Herbalife

Address: 9800 S La Cienega Blvd

po box 80210

City: Los Angeles

State: CA Zip: 80210

Country: UNITED STATES

Email:

URL:

Phone: (330) 4945187 Ext:

Company Representative

Rep Name: Willis, Cheryl

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1002193 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I received this SPAM:Received:from oemcomputer(PPPa10-ResaleHouston2-1R7082.saturn.bbn.com [4.4.164.71])by penguin.prod.itd.earthlink.net (8.9.3-EL_1_3/8.9.3) with SMTP id GAA28416 for <bernieksw@earthlink.net>; Tue, 4 Jul 2000 06:31:27 -0700 (PDT)Message-ID: <200007041331.GAA28416@penguin.prod.itd.earthlink.net>From: 13401 <13401@020.co.uk>To: <bernieksw@earthlink.net>Subject: FREE PENTIUM COMPUTERDate: Tue, 4 Jul 2000 08:37:22X-UIDL: 2bc5392dd59082220d31ec2db1ddb553Free ComputerMy name is Ed; I am a independent distributor, and supervisor, with Herbalife ... If you can envision yourself earning over \$10,000.00 per month, call me at for a personal phone interview.713-683-2768 Please leave your e mail address as well.Spell it out.THANK YOUIf you are selected ... I will sign you up under me and give you FREE COMPUTER you will pay shipping and handling. The computers are shipped directly from our suppliers at STANDARD UPS RATES.All products are ordered directly from Herbalife.With a unconditional money back guarantee!!!They type of computer I will give you will have the following specifications, <specs>Please leave your name address day and evening phone number and the best time to call you.I look forward to speaking to you in the next 48 hours.713-683-2768 Please leave your e mail address as well.Spell it out.THANK YOUThe reason I do not have an 800 number I want to weed out the tire kickers.I only have time to speak to serious people.This is a screening process.PLEASE LEAVE YOPUR E MAIL ADDRESS IF I AM NOT IN!

Created By: SMBAILEY Created Date: 07/06/00

Updated By: IBOLEN Updated Date: 08/09/00

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 07/04/00

Initial Contact: Internet/E-mail Transaction Date: 07/04/00

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: Internet Access Related Services Violations



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1064043 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer has a complaint against the company regarding multi-level marketing.

Created By: JBLAND Created Date: 08/23/00

Updated By: IBOLEN Updated Date: 08/25/00

Org Name: Planning and Information- BCP

Amt Requested:

Amt Paid: 7,000.00 Payment Method: Visa Credit Card

Agency Contact: Mail Complaint Date: 08/23/00

Initial Contact: Mail Transaction Date: 01/19/00

Initial Response: Mail

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: High Springs

State: FL Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife International

Address: 9800 La Cienga Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600 Ext:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Law Violation: Invasion of Privacy

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Canoga Park

State: CA Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife (independent distributor)

Address:

City: Los Angeles

State: CA Zip: 90080

Country: UNITED STATES

Email: PPPa10-ResaleHouston2-
1R7082.saturn.bbn.com
[4.4.164.71]

URL:www.herbalife.com

Phone: (713) 6832768

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 956239 Contact Type: Complaint Source: Consumer TCS? y

Comments: Consumer is complaining about not receiving a full refund from this company. He ordered an Internet Decision Package and products to distribute and returned it for a refund and they tried to charge him \$127.53 for a liscense and was told he could not be refunded.

Created By: ARICHARDSON Created Date: 05/17/00

Updated By: ARICHARDSON Updated Date: 05/17/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 319.00

Amt Paid: 319.00 Payment Method:

Agency Contact: Mail Complaint Date: 05/02/00

Initial Contact: Print Transaction Date: 02/04/00

Initial Response: Phone: other

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Belle Harbor State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 940776 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer called to complain about an herbal company business opportunity that she is involved in. The consumer was given a false sense of opportunity where the company stated that she should be making a substantial profit by a certain target date but the consumer has not made any profit and accrued an approximate \$400 loss as a result of the opportunity.

Created By: VLAW Created Date: 05/01/00

Updated By: IBOLEN Updated Date: 05/24/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 05/01/00

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Health Care: Dietary Supplements\Herbal Remedies
Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: First:

Address:

City: Maben State: MS Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address: PO Box 80210

City: Los Angeles

State: CA Zip: 90080-0210

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 922520 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

I have enough reasons to believe that this company will start sooner operations in colombia. For a country like ours, a poor country, with financial problems, I think that a new mlm company will increase frustration and unemployment. In fact, Amway started operations 5 years ago. Now, they are not in our country. Can you help us? We need more work, more customers around the world. Herbalife and mlm companys will deliver bad news to our country. Thanks

Created By: ABANKS Created Date: 04/12/00

Updated By: IBOLEN Updated Date: 02/20/01

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 04/10/00

Initial Contact: Unknown

Transaction Date:

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: bogota

State: ZZ Zip:

Country: COLOMBIA

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:www.herbalife.com

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 899918 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I responded to a Business at Home, Earn money from home add on the street. It said to got to a web site. I cant remember exactly what one, but, I responded to it. I was not told it was Herbalife but given testimonials of people making large amounts of money while working at home. It stated that there was a 36.00 charge for a 30 day look and see package. I was wanting to know more and knew that if I wasn't interested then I could send the package back. I did just that. I got the first package and again it didn't answer all my questions so I got the second package. I reviewed the information and learned it was Herbalife. I investigated the company and products and decided not to get involved. I contacted the person (Ed casey) that sent the package and he told me to send back the package. I told him I wanted to deliver it to him personally but he insisted I mail it. So I went to the post office and mailed the package. I waited two months and checked my credit card receipt and didn't see the credit. I contacted him, faxed him copies of receipts where I mailed it. For over a minth he gave me the run around. Always having another excuse. Finally he told me he didn't have the package so buzz off. I told him I would contact Herbalife. He said Good Luck/ I'm concerned that this may be a common practice amoungst their mail order distributors. This deceptive mail order business needs to be stopped. They arn't selling products,, they are setting people up to set others up. Please Help not only me but others [REDACTED]

Created By: SMBAILEY

Created Date: 03/20/00

Updated By: IBOLEN

Updated Date: 08/09/00

Org Name: PUBLIC USERS - CIS

Amt Requested: 36.00

Amt Paid: 36.00

Payment Method: Discover Credit Card

Agency Contact: Internet

Complaint Date: 03/18/00

Initial Contact: Internet (Other)

Transaction Date: 11/12/99

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Magnolia

State: TX Zip:

Country: UNITED STATES

Work phone

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Herbalife ie Stephanie Casey dist.

Address: 10924 Grant Rd #239

City: cYPRESS

State: TX Zip:

Country: UNITED STATES

Email: ecasey7960@aol.com

URL:

Phone: (713) 8664093

Ext:

Company Representative

Rep Name: Casey, Ed

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 876172 Contact Type: Complaint Source: Consumer TCS? y

Comments: This complaint concerns not my own investment, but the investment of a friend. Herbalife sounds like a stereotypical pyramid scam. Please check on this business, as many people are getting scamed everyday.

Created By: JMOORE Created Date: 02/28/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 5,000.00

Amt Paid: .00 Payment Method: Other Credit Card

Agency Contact: Internet Complaint Date: 02/26/00

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: haasch First: kate

Address: 600 30th St.

City: boulder State: CO Zip: 80310

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (303) 7863464

Email: kathryn.haasch@colorado.edu

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 866825 Contact Type: Complaint Source: Consumer TCS? y

Comments: consumer enrolled in distributorship with herbalife, inc. requested a refund due to misreps in contract and ad. only received a refund of \$20. consumer is unable to contact her sponsor. company will not respond to consumer inquiry

Created By: BREDDIX Created Date: 02/17/00

Updated By: IBOLEN Updated Date: 08/09/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 225.00

Amt Paid: 225.00 Payment Method:

Agency Contact: Mail Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 07/29/99

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Kinderhook State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife International of America

Address: 9800 La Cienega Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 812782 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumers wife is going to leave him because the representative for herb a life seeks out women for pyramid scheme. The rep told the consumer that if her husband doesn't go to the meeting he is a looser. The consumer feels that his wife is a victime of telemarketing fraud.

Created By: DBURGESS Created Date: 12/10/99

Updated By: DBURGESS Updated Date: 12/10/99

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: In Person Transaction Date: 06/01/99

Initial Response: Phone: other

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Brooklyn State: NY Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company

Company: Herbalife

Address: 23-23 36th Street

City: Astoria

State: NY Zip: 10105

Country: UNITED STATES

Email:

URL:

Phone: (212) 7148200

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 812586 Contact Type: Complaint Source: Consumer TCS? y

Comments: I don't know if you are the right organization to contact - but here is the story. After being approached about Herbalife by an independent distributor - I decided to check out their website. - They claim on the website that their products contain a superior blend of vitamins, minerals, etc. Considering the recent action between Papa John's and Pizza Hut - exactly what gives Herbalife the right to claim their product is superior to other (cheaper) supplements? I know herbalife has been investigated before and I hope you can use this new slant to go at them again.

Created By: FTUCKER

Created Date: 12/10/99

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 12/10/99

Initial Contact: In Person

Transaction Date: 08/10/99

Initial Response:

Product/Service: Health Care: Other Products\Supplies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City:

Bryan

State: TX Zip:

Country:

UNITED STATES

Work phone

Ext:

Fax Number:

()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife International

Address:

HDQ - in California

City:

State: CA Zip: -

Country: UNITED STATES

Email:

URL:www.herbalife.com

Phone: ()

Ext:

Company Representative

Rep Name: Renauld, Jeremy

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 773017 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I was contacted by John Vos from France (vos.zutphen@wanadoo.fr) (we were both members of SixDegree's) He sent me almost \$200.00 worth of products. He wants me to become a distributor for Herbalife. Said I could quit my job shortly and make thousands of dollars a month. Sounds too good to be true. That's why I'm asking you. Is this company legit. They sell all over the world, yet I see sites on the net saying they are a rip-off. So are they legit or not?????Thanks
[REDACTED]

Created By: DJOHNSON Created Date: 10/26/99

Updated By: IBOLEN Updated Date: 08/09/00

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 10/19/99

Initial Contact: Unknown

Transaction Date:

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Manitowoc

State: WI Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife International, Inc

Address:

City: Los Angeles

State: CA Zip: 90080-0210

Country: UNITED STATES

Email:

URL: <http://herbalife.com/>

Phone: ()

Ext: . . .

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 708062 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I PURCHASED WEIGHT LOSS PRODUCTS FROM A INDEPENDENT DISTRIBUTOR. I RETURNED PRODUCTS BACK TO HER BECAUSE HERBALIFE WAS CAUSING ME TO GET STOMACH PROBLEMS AND MIGRAINES. HERBALIFE COMES WITH A 30 DAY BACK GUARANTEE. THIS DISTRIBUTOR HAS KEEP BOTH RETURNED PRODUCT AS WELL AS MY 161.00. THIS HERBALIFE PRODUCT IS SUPPOSE TO MAKE YOU LOSS WEIGHT AND FEEL GREAT. THEY ARE A SCAM. CAN YOU PLEASE GIVE ME INFORMATION AS TO HOW I CAN RECOVER MY MONEY.

Created By: ESELLERS

Created Date: 08/15/99

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 161.00

Amt Paid: 161.00

Payment Method: MasterCard Credit Card

Agency Contact: Internet

Complaint Date: 08/10/99

Initial Contact: In Person

Transaction Date: 07/08/99

Initial Response:

Product/Service: Health Care: Diet Products\Centers\Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: VINELAND

State: NJ Zip:

Country: UNITED STATES

Work phone: Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: HERBALIFE INTERNATIONAL OF AMERICA, INC

Address: 1800 CENTURY PARK EAST

City: LOS ANGELES

State: CA Zip: 90067

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:

Company Representative

Rep Name: HEINTZ, WENDY

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 657457 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

JUST an inquiry about this diet/health food company. Is this company legitimate and do they make any false claims? Is it ok to use their diet? Adrian

Created By: HBUCKMON

Created Date: 06/18/99

Updated By: IBOLEN

Updated Date: 08/09/00

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 06/14/99

Initial Contact: Unknown

Transaction Date:

Initial Response:

Product/Service: Health Care: Diet Products\Centers\Plans

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.:

Last name: Unknown

First: Adrian

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 520194 Contact Type: Complaint Source: Consumer TCS? y

Comments: my complain is the proudct did'nt work for me. in the begin i lose 5pound of water weight and then i start having problems.I started having headaches all the time and was having a hard time-used the bathroom. I'll told Mrs.McVinney about the trouble i'll was having and she say it from like of sugar, so i'll tried it again and same thing happened.She used to call everyday in the begin and when the problem started close to the 30day of giving my money back she stop.she was to call me on the 20, of nov.98 and nothing.the proudcts made my heart beat fast.I not saying it didn't work for other be if a person is having problem they should listern to that person. I so glad someone listen to us poor people that had a problem like this .thank you [REDACTED]

Created By: FTUCKER

Created Date: 12/23/98

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 255.00

Amt Paid: 255.00

Payment Method: Other Credit Card

Agency Contact: Internet

Complaint Date: 12/10/98

Initial Contact: Internet (Other) Transaction Date: 10/19/98

Initial Response:

Product/Service: Health Care: Other Products\Supplies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: SNEEZE

First: [REDACTED]

Address: [REDACTED]

City: HOUMA

State: LA Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: HERBALIFE International of America, INC

Address:

City: LOS ANGELES

State: CA Zip: 90080-0210

Country: UNITED STATES

Email: www.herbalife.com.

URL:HERBALIFE

Phone: ()

Ext:

Company Representative

Rep Name: McVinney, Paul& Elaine

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 514919 Contact Type: Complaint Source: Consumer TCS? Y

Comments: <http://www.eopop.com/drm/info/ILLEGALLY> displays over the worldwide web (internet) HERBALIFE CHECK # 1637733 dated 1/20/98 in the amount of \$14,553.07 pay to Robert or Candace Anderson as ILLEGAL enticement to join their MLM downline. Direct Response Marketing 405 Tarrytown Road, Suite 415 White Plains NY 10607 =====<< Subj: Did You Get Your Check Yet? Date: 12/4/98 7:30:43 PM Central Standard Time From: jerry98@alloca.com (jerry98) Sender: jerrylist-owner@alloca.com Reply-to: jerry98@alloca.com To: jerrylist@alloca.com This message is sent in compliance of the new e-mail bill: SECTION 301, Paragraph (a)(2) of s. 1618 My wife and I thought you may be interested in reviewing information about our home-based mail-order business which we are teaching others how to set up and operate for themselves. We are helping people who: Desire To Take Charge of Their Financial Futures Want To Be Their Own Boss & Work From Home Are Willing To Work Hard To Earn Up To \$700/Week Part Time to Over \$8,650+/Month Full Time Would Like To Use A Proven Mail-Order Marketing System Complete Training Simple Startup Dear Reader: Have You Had Your Fill of working for someone else? Are You Seriously trying to find a way out, Starting Today? Then we should be talking to one another very shortly about changing your present situation. This is NOT a get rich quick scheme. Our business is as real as my wife and I and thousands of people who have been trained nationwide. This is your opportunity to start your very own business, on a national to international scale, using the power of a very successful direct mail-order system. Working from your own home, you will have the luxury of going at your own pace and building your business to the level you desire. If you would like to receive more information on how you can Work From Home Click Here. <http://www.eopop.com/drm/info/>

Created By: JMOORE

Created Date: 12/21/98

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 12/06/98

Initial Contact: Internet (Other)

Transaction Date: 12/04/98

Initial Response:

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Navarre

State: FL Zip:

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife Distributors

Address: see comments below

City: see comments below

State: NY Zip:

Country: UNITED STATES

Email:

URL: <http://www.eopop.com/drm/info/>

Phone: ()

Ext:

Company Representative

Rep Name: Anderson, Robert & Candace

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 428597 Contact Type: Request for Information Source: Consumer TCS? y

Comments: Called to inquire about any FTC action against Herbalife.

Created By: MVANTUSKO Created Date: 07/29/98

Updated By: Updated Date:

Org Name: East Central Region

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 07/28/98

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: Franchise Rule

Law Violation: Other (Note the Violation in the Comment Field)

Consumer

Complaining
Company/Org.:

Last name: First:

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Herbalife International of America

Address: 9800 La Cienega Blvd.

City: Inglewood State: CA Zip: 90301

Country: UNITED STATES

Email: URL:

Phone: (310) 4109600 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 421162 Contact Type: Complaint Source: Consumer TCS? Y
Comments: consumer feels that distributor (Paula White) for Herbalife misrepresented weight loss product sold and consumer experienced bad reaction from product.
Created By: SILEE Created Date: 07/15/98
Updated By: SILEE Updated Date: 07/15/98
Org Name: Western Region Los Angeles
Amt Requested: 107.49
Amt Paid: 107.49 Payment Method:
Agency Contact: Mail Complaint Date: 07/15/98
Initial Contact: In Person Transaction Date: 09/26/97
Initial Response:
Product/Service: Health Care: Other Products\Supplies
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

First:

Address:

City:

Camarillo

State: CA Zip: 93012

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

Email:

Age Range:

Company

Company: Herbalife International of America

Address: 9800 La Cienega Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1618706 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Consumer wanted information about a company at Bucks Tomorrow . Com . consumer wanted to know if the company was legitimate . Consumer states that after receiving a package of info. from the company for \$45.00 he learned that they were affiliated with Herbal Life.

Created By: TDENNIS Created Date: 10/22/01

Updated By: TDENNIS Updated Date: 10/22/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: 45.00 Payment Method:

Agency Contact: Mail Complaint Date: 10/22/01

Initial Contact: Internet/E-mail Transaction Date:

Initial Response: Mail

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation: Other (Note the Violation in the Comment Field)

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Jacksonville

State: NC Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbal Life Products Home Business

Address: 5111 NE 25th Ave

City: PORTLAND

State: OR Zip: 97211-

Country: UNITED STATES

Email:

URL: Bucks Tomorrow. Com

Phone: (866) 5727424

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1485808 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer stated that Herbal Life is conducting fraudulent activity, company is requesting for \$5k for consumer to be a part of the company with possibility of promotion. Consumer requested additional information about work-at-home programs and other companies schemes.

Created By: KWESSON Created Date: 07/18/01

Updated By: DSSMITH Updated Date: 07/20/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 5,000.00

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date:

Initial Response: Unknown

Product/Service: Multi-Level Mktg\Pyramids\Chain Letters

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: First:

Address:

City: Roundrock State: TX Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbal Life

Address: 9800 La Cienega Blvd

P.O. Box 80910

City: Los Angeles

State: CA Zip: 90080-0210

Country: UNITED STATES

Email:

URL: www.herbalife.com

Phone: (310) 216-9661

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1415487 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer has been buying pills from Herbal Life for two years and she just found out that they are harmful to people with heart problems. The consumer has never seen a warning label or was never told buy the company that these were harmful.

Created By: MKEPPEL Created Date: 05/25/01

Updated By: DSSMITH Updated Date: 05/29/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: In Person Transaction Date: 05/01/99

Initial Response: In Person

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Cincinnati

State: OH Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbal Life

Address: 9800 La Cienega Blvd

P.O. Box 80910 -

City: Los Angeles

State: CA Zip: 90080-0210

Country: UNITED STATES

Email:

URL:

Phone: (313) 2169661 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1067335 Contact Type: Complaint Source: Consumer TCS? y
Comments: Consumer complains the company refuse to refund the consume's money when the company guaranteed 30-days money back.
Created By: DBARNES Created Date: 08/25/00
Updated By: Updated Date:
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 461.00
Amt Paid: 461.00 Payment Method: MasterCard Credit Card
Agency Contact: Phone Complaint Date: 08/25/00
Initial Contact: In Person Transaction Date: 08/17/00
Initial Response: In Person
Product/Service: Health Care: Dietary Supplements\Herbal Remedies
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Ingelwood

State: CA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Herbal Life

Address: 4500 Pear Ridge Dr.

City: DALLAS

State: TX Zip: 75287-

Country: UNITED STATES

Email:

URL:

Phone: (972) 7333609 Ext:



**Consumer Information System
Complaint Detail Report**

12/18/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 958968 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer called to file a complaint against a Work at home scam that inflated potential income and minimized the required investment. The consumer was coerced into ordering the supplies on the her credit card, now she has a surplus of supplies and debt.

Created By: VLAW Created Date: 05/19/00

Updated By: VLAW Updated Date: 05/19/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 05/19/00

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Plainfield

State: IL Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbal Life International

Address: Avalon Communications

3580 E Raines Rd.

City: Memphis

State: TN Zip: 38118

Country: UNITED STATES

Email:

URL:

Phone: (310) 2167770

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 916806 Contact Type: Complaint Source: Consumer TCS? y

Comments: Consumer responded to an ad in the newspaper for a work-at-home offer selling Herbal Life. She sent in the required amount of \$40 for the product. She received a cassette, video and two booklets on the program. A representative by the name of Jennifer Wesch was to send consumer two bottles of Herbal Life via priority shipment. Consumer never received the product.

Created By: SWATERS Created Date: 04/05/00

Updated By: SWATERS Updated Date: 04/05/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 40.00

Amt Paid: 40.00 Payment Method: Check (Personal)

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City:

State: PA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbal Life Products Home Business

Address: 5111 NE 25th Ave

City: PORTLAND

State: OR Zip: 97211-

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 774932 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Caller wanted to know if we had any complaints registered against them. She called them.

Created By: LGROSS Created Date: 10/28/99

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: La Plata State: MD Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbal Life International

Address:

City: State: NR Zip:

Country: LOCATION NOT REPORTED

Email: URL:

Phone: () Ext:

Company Representative



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 336438 Contact Type: Complaint Source: Consumer TCS? Y

Comments: signed contract - did not know couldn't use co. name in advertisements until after consumer bought the products - bus is selling pills - includes products that has been dangerous in us and deadly - used someones credit card w/ consent - purchased \$4000 worth of merchandise then found out could not use name - no expiration dates - purchased in march one product was expired in sept - aloe vera drink - shelf life of one year - can be dangerous if over used - another product they are discontinuing and can not sell -

Created By: KCOLON Created Date: 02/26/98

Updated By: KCOLON Updated Date: 02/26/98

Org Name: Planning and Information- BCP

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 02/26/98

Initial Response:

Product/Service: Health Care: Other Products\Supplies

Statute/Rule:

Law Violation: Defective Product\Poor Quality
Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Pittsfield

State: MA Zip:

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbal Life International

Address: Avalon Communications

3238 West 131st St.

City: Hawthorne

State: CA Zip: 90250

Country: UNITED STATES

Email:

URL:

Phone: (310) 4109600

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 887650 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Wants to know if a reputable company.

Created By: USPSJLT

Created Date: 03/08/00

Updated By:

Updated Date:

Org Name: US Postal Inspection Service

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: External Agency

Complaint Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.:

Last name:

First:

Address:

City: Blue Ridge

State: GA Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbal Life Corp

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 850016 Contact Type: Complaint Source: Consumer TCS? Y
Comments: Lost \$45 participating in work at home scheme with Herbalife.
Created By: USPSJLT Created Date: 02/01/00
Updated By: Updated Date:
Org Name: US Postal Inspection Service
Amt Requested: 45.00
Amt Paid: 45.00 Payment Method:
Agency Contact: External Agency Complaint Date:
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule:
Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Spring

State: TX Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Transaction

Ref No.: 1690578 Contact Type: Complaint Source: Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION, ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT (304)363-4312 AND SPEAK TO SSA CINDY ALLARD, SSA STEVE ANDERSON OR SSA MARK SYKES. As explained in the previous letter, I returned the merchandise to ☐Herbalife and they will not give me the refund I deserve. They claim ☐that I never sent them a credit card statement detailing the amount ☐paid for the materials, yet I sent it twice.

Created By: IFCC Created Date: 07/01/01

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 280.00 Payment Method: Not Reported

Initial Contact: Internet Web Site Transaction Date: 05/02/01

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: WALTHAM

State: MA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/18/2001

KMILTON

Company

Company: Herbalife International

Address: 9800 S. La Cienega Blvd

City: INGLEWOOD

State: CA Zip: 90301-

Country: UNITED STATES

Email:

URL:

Phone: () 3102169661

Ext:

Company Representative

Associated Company